DOCUMENT RESUME

ED 419 549 IR 057 053

AUTHOR	Kemp, Joanne; Waterton, Pat
TITLE	CTCL 1996 Survey on Library Internet Services. Occasional Paper Series, No. 11.
INSTITUTION	Canadian Association of College and University Libraries, Ottawa (Ontario).
PUB DATE	1997-00-00
NOTE	27p.
AVAILABLE FROM	Canadian Library Association, 200 Elgin Street, Suite 602, Ottawa, Ontario K2P 1L5, Canada ($10 Canadian).
PUB TYPE	Reports - Research (143)
EDRS PRICE	MF01/PC02 Plus Postage.
DESCRIPTORS	*Academic Libraries; Access to Information; Foreign Countries; Information Services; *Internet; Library Associations; *Library Services; Library Surveys; *Science Libraries; Special Libraries; Staff Development
IDENTIFIERS	*Canada

ABSTRACT

The Canadian Association of College and Technical Libraries (CTCL) survey was mailed out to 135 CTCL member libraries in February 1996. Results paint a positive picture of the ability of Canadian college and technical libraries to incorporate new technology into their service delivery within a relatively short time frame. Eighty-five libraries (88% of the respondents) indicated that they were providing student and/or staff access to the Internet at workstations in their libraries. Most of the respondents had been offering access for less than one year. The survey revealed that two key issues related to Internet access are: (1) providing effective training for library staff, and (2) finding the resources to meet rising user expectations about services and accessibility in the library. The survey instrument was divided into two main parts. Part One--to be answered by all libraries providing any Internet access to own staff or to students or instructors--focused on general questions about Internet access and services being offered in the library. Part Two--to be answered by libraries that provide Internet access to library staff only--was designed to find out what services are provided and what conditions govern Internet use in libraries where student and instructional staff access is supported. (AEF)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

IR

ED 419 549

CANADIAN ASSOCIATION of COLLEGE and UNIVERSITY LIBRARIES

a division of
Canadian Library Association
200 Elgin Street, Suite 602
Ottawa, Ontario
K2P 1L5

CTCL 1996 Survey on Library Internet Services

Occasional Paper Series, No 11

IR057053

U.S. DEPARTMENT OF EDUCATION
Office of Educational Research and Improvement
EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

☐ This document has been reproduced as received from the person or organization originating it.

☐ Minor changes have been made to improve reproduction quality.

• Points of view or opinions stated in this document do not necessarily represent official OERI position or policy.

"PERMISSION TO REPRODUCE THIS MATERIAL HAS BEEN GRANTED BY

Todd M. Mundle

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)."

CTCL 1996 Survey

on

Library Internet Services

Joanne Kemp
Grant MacEwan
Community College

Pat Waterton
Northern Alberta
Institute of Technology

1997

Acknowledgments

The authors would like to thank the members of the Alberta Association of College Librarians who made valuable suggestions about the design and implementation of this project and who also participated in the pilot test. Thanks are also due to all the libraries who participated in the survey. Your cooperation and suggestions were invaluable.

Table of Contents

1. Introduction 1

2. Executive Summary 1

3. Methodology 2

4. Survey Questions and Responses 2

5. Recommendations for Future Surveys 6

6. Appendices 6

1. Introduction

In June 1995, the annual general meeting of the Canadian Association of College and Technical Libraries (CTCL) decided to carry out a survey of Internet access and usage in member libraries. At that time there was considerable interest in an discussion about the Internet in college and technical institute libraries, and much anecdotal information, but no clear sense of the extent to which Canadian college and technical libraries were systematically integrating the Internet into library service.

The purposes of this survey were straightforward: 1) to determine the extent to which member libraries were providing Internet access to library staff and to students and instructional staff, and 2) to provide a base national "snapshot" of the nature of Internet accessibility and usage among students and instructional staff in CTCL member libraries.

The CTCL meeting agreed that the survey would be conducted during 1995/96, and that the final report would be presented at the June 1996 CTCL annual meeting. Joanne Kemp (Grant MacEwan Community College, Edmonton) and Pat Waterton (Northern Alberta Institute of Technology, Edmonton) agreed to carry out the survey on behalf of CTCL.

The authors developed a draft survey instrument in the summer of 1995 and solicited feedback from members of the Alberta Association of College Librarians (AACL) prior to piloting the survey with AACL members in the fall of 1995. The pilot input resulted in some revisions to the questionnaire. In February 1996 the authors presented a summary of survey results at the spring AACL meeting in Edmonton. In June 1996 Joanne Kemp posted the survey results on the World Wide Web and also reported the survey results at the 1996 annual CTCL meeting in Halifax. At that time the Canadian Association of College and University Libraries (CACUL) invited the authors to publish a report on the *CTCL 1996 Survey on Library Internet Services* in print form as a CACUL occasional paper.

2. Executive Summary

The *CTCL 1996 Survey on Library Internet Services* was mailed out to 135 CTCL member libraries in February 1996. Ninety-four libraries (69% of the population) completed and returned the survey.

The results paint a very positive picture of the ability of Canadian college and technical libraries to incorporate new technology into their service delivery within a relatively short time frame. Eighty-five libraries (88% of respondents) indicated that they were providing student and/or staff access to the Internet at workstations in their libraries. Most of the respondents had been offering access for less than one year.

The survey revealed that two key issues related to Internet access are: 1) providing effective training for library staff, and 2) finding the resources to meet rising user expectations about services and accessibility in the library.

The survey instrument was divided into two main parts. Part One—to be answered by all libraries providing any Internet access to their own staff or to students or instructors—focused on general questions about Internet access and services being offered in the library. Part Two—to be answered by libraries that provide Internet access to students and college staff, but not by libraries that provide Internet access to library staff only—was designed to find out what services are provided and what conditions govern Internet use in libraries where student and instructional staff access is supported.

Responses to Part One indicated that:

- A majority of library staff are learning to use the Internet with minimal formal training.
- E-mail and listservs are the most common Internet applications but the Internet is also being used to support reference and technical services functions.
- Approximately one-third of the libraries providing Internet access have created library home pages have made their online catalogues Internet accessible.

Responses to Part Two indicated that:

- A majority of libraries are not equipping a large number of workstations to provide Internet access. The majority of providers are making 1-3 Internet workstations available.
- The most common restrictions on use are maximum search times and advance booking.
- The majority of libraries are providing instructional assistance to users. The most common service is one-on-one assistance at time of use.
- Internet access is being provided with few restraints. The majority of Internet-providing libraries have written guidelines governing Internet use but most do not require users to sign a written contract. No library is charging for Internet access or services.

3. Methodology

The survey was designed to gather data descriptive of "frozen moments" in the libraries being surveyed.

In the fall of 1995, a pilot survey was mailed to the total membership of the Alberta Association of College Librarians. Feedback from the pilot led to the development of the final questionnaire which was mailed to 136 CTCL member libraries in February 1996. Information provided by the 96 responding libraries is summarized in Section 4 below (Survey Questions and Responses). Two responses were received too late to be included in the survey results.

Because the responses from some of the provinces or geographical regions were limited to only a few libraries, the results in Section 4 are presented on a national basis without being broken down by region or province.

The comments included in Section 4 represent prevailing responses but are not exhaustive.

4. Survey Questions and Responses

The following section provides a more detailed examination of the responses given in parts one and two of the survey. Complete results are contained in Appendix one: Questionnaire responses.

Part One: Internet Access - General Questions

Of the 94 libraries that completed the survey, 85 libraries (88% of respondents) indicated that they were providing access to the Internet at workstations in their library to either college staff or students, or to their library staff. Percentages for Part One responses are based on the 85 libraries that provided Internet access to either one of these groups.

1. *How are the majority of your library staff primarily learning to use the Internet?*

Fifty-nine libraries (70%) indicated that their library staff were primarily learning to use the Internet with 'minimal formal training'. This training consisted of workshops and short term courses, and 'staff training other staff'. Nineteen libraries were providing 'no formal training', while only seven libraries had developed a 'planned formal training program'.
As several respondents noted, acquiring Internet expertise is a 'moving target', requiring continual learning and practise in order to stay current.

2. *If your library is using the Internet to support library operations, for what purposes are you using it?*
The most frequently cited reason for using the Internet was for electronic mail purposes (78 libraries), followed by listservs/discussion groups (68 libraries), and answers to reference enquiries (56 libraries). Forty-eight libraries cited 'bibliographic searching to support cataloguing' and 'interlibrary loan' as reasons for using the Internet.

3. *How do you access the Internet?*
The majority of libraries (85%) had a direct network connection to the Internet. Nineteen of the libraries indicated that they also had access to dial-up modem connection.

4. *Do you provide access to your library catalogue via the Internet?*
Only 29 libraries (34%) were providing access to their library catalogues on the Internet. Appendix two provides a listing of these libraries and the Internet addresses for their online catalogues.

5. *Are you including Internet resources (URLs) in your online catalogue ?*
If you include URLs, please answer the following questions:
a) how are you monitoring the accuracy of the URLs in your record?
b) approximately how many bibliographic records for Internet resources (URLs) are currently included in your catalogue?
Only 5 libraries (6%) were including URLs in their online catalogues and only one of the libraries was monitoring the accuracy of the URLs on a regular basis. The number of URLs included ranged from 3 to 20.

6. *Have you created a library/LRC home page?*
If 'yes', what features are available on your library home page?
Of the 24 libraries (28%) that have produced a library home page, the most frequent feature created was 'information on library services' (22 libraries). Other features available were as follows:

- access to Internet search engines (15 libraries)
- access to full-text of library handouts and publications (13 libraries)
- access to your library catalogue (12 libraries)
- access to other library catalogues (11 libraries)
- access to URLs grouped by subject (11 libraries)
- information on college services (6 libraries)

If you include URLs on your home page, please answer the following questions:
a) how are you monitoring the accuracy of the URLs?
b) approximately how many URLs are currently included on your library home page?
Most of the 12 libraries who were including Internet resources on their home pages reported that they were regularly checking the accuracy of the URLs, with 3 of the libraries reporting that they were using software for this purpose. The number of URLs included ranged from 12 to over 250.

7. *Does the library access any Internet resources that charge a fee?*
   If 'yes', what services are you accessing?

Only 22 libraries (26%) were accessing Internet resources that charged a fee, with 'commercial databases' being mentioned as the most frequently used resource by 19 of the libraries.

Part Two: Internet Access - General Questions

Part Two of the survey was designed to find out which Internet services are provided to college staff and/or students, and what conditions govern Internet use. Libraries which provide Internet access only to library staff were not included in this part of the survey. Of the 94 libraries who completed Part One, 68 (72%) provide Internet access to students and/or college staff. Percentages for Part Two responses are based on the 68 libraries which provide Internet access, not on total responses to the survey.

1. *What Internet protocols do you provide?* and
2. *What WWW applications do you provide?*

Respondents were asked to indicate which Internet protocols they provide to students and instructors. Where respondents indicated that specific protocols were only available through a campus (non-library) account or in a computer lab, they were counted as not providing the service in the library. Where respondents indicated that they preferred users to access specific protocols via other (non-library) services on campus but that the function was available in the library, they were counted as providing access to the protocol in the library.

The most common protocol is World Wide Web access which 78% of libraries provide to students, and 81% provide to instructors. Netscape is clearly the most common Web application, provided to students by 76% of these libraries, and to college staff by 85% of these libraries. Comparable figures for Mosaic are 15% for students and 15% for college staff. Lynx is provided to students by 38% of libraries, and to college staff by 42% of libraries.

The second most common Internet protocol is gophers, provided to students by 77% of the libraries offering Internet access, and to college staff by 75%. Gophers are the only protocol which is provided to students by more libraries than to staff.

Comparable figures for telnet are 69% for student access and 72% for college staff access.

Access to FTP, newsgroups, e-mail and listservs is not as commonly available: FTP access is provided to students by 53% of Internet libraries, and to college staff by 57%; newsgroup access is offered to students by 34% of Internet providers and to staff by 44%; figures for e-mail were 31% and 49%, and for listservs, 25% and 43%.

A few libraries noted that student use of telnet and FTP is mediated by staff, but the majority of respondents did not qualify their responses.

3. *Do you have written institutional or library guidelines governing Internet conditions of use for your library users?*
   If 'yes', are these guidelines available in paper format? via the Internet?

Sixty-six percent of Internet providing libraries have written institutional or library guidelines governing Internet use, but almost half of these libraries (48%) are not willing to be included in a list of libraries that can provide copies of guidelines. A number of "no" responses indicated that although their guidelines are in written form, they are still evolving and are too undeveloped to

be shared. Of the twenty-three libraries with written guidelines, five respondents indicated that the guidelines are available via the Internet.

A number of respondents noted that such guidelines would be campus policy and would be governed by campus information use codes.

4. How many library/LRC Internet workstations do you provide for users? (excluding those stations solely dedicated to library staff usage)
Are there any restrictions or limitations placed on accessing these stations?
If 'yes', what restrictions or limits are in place?

The majority of Internet providers (53%) indicated that they provide from 1-3 library/LRC workstations for Internet access. Thirteen percent provide from 4-6 workstations, 15% provide from 7-9, and 16% provide ten or more Internet workstations. Respondents providing 10 or more workstations were asked to specify the number - seven did so. The largest number given was 60.

In answer to the question about restrictions or limitations on accessing Internet workstations, 23 libraries (34% of providers) indicated that they have no restrictions. Of the 45 libraries (66% of providers) who enforce some restrictions, 35 libraries enforce a maximum search time and 23 require advance booking. These are the two most common restrictions. Examples of other institutional restrictions include a policy statement about accessing material of an obscene nature, a requirement that instructors request access for students on a name-by-name basis, and a prerequisite that the user obtain a college account.

5. Do you provide any instructional services to users on searching the Internet?

Twelve percent of Internet providers (eight libraries) offer no instructional services to users on searching the Internet.

The 88% (60 libraries) who do provide instruction offer four general types of service:

- One-on-one assistance at point of use: provided by all except five of the 60 libraries. Eighteen libraries do not provide any instructional service other than one-on-one assistance.
- Class or group sessions: provided by 32 of the 60 libraries. One of these responses indicated "if requested". Twenty-seven libraries offer both one-on-one help and class or group sessions.
- Handouts: provided by 25 of the 60 libraries.
- Point-of-use materials: provided by 16 of the 60 libraries.

With respect to the four types of assistance mentioned above, 11 libraries (16%) offer all four types; 10 libraries (15%) offer three types; 17 libraries (25%) offer two types, and 21 libraries (31%) offer one type.

There were three responses for "other" types of assistance, including a CD-ROM on library instruction which includes the Internet; specific subject library orientations which are arranged with instructors; and manuals about the Internet which are mounted on a college home page.

6. Are users required to sign a written contract before searching the Internet in the library?

Ninety-four percent of Internet providers (64 libraries) do not require users to sign a written contract before searching the Internet in the library. A number of these respondents noted that although the library does not require a contract, the parent institution does require contracts for

students who have their own accounts and that some provisions apply to Internet use in the library.

7. Do you charge users for Internet access or services (other than printing charges)?
None of the responding libraries charge for Internet access or services (other than printing charges).

8. How long have you been offering access to the Internet to your library users?
Fewer than five percent of Internet providers (3 libraries) have been offering Internet access for more than three years. The majority (43 libraries) have been offering access for less than one year, and roughly a third (22 libraries) have been offering access for 1-3 years.

9. Do you allow members of the public access to the Internet?
a) are there any restrictions or limitations placed on this service?
b) how do you provide access?

A slight majority of Internet providers (36 libraries, or 53%) allow access to the Internet by members of the public. Of these, one third (12 libraries) place no restrictions or limitations on the service.

The twenty-four libraries which place some restrictions on public access provided open-ended descriptions of their restrictions. There were three general categories of limitations: time limits, advance booking requirements, and a limited functionality (such as "read only" access or public access only at certain workstations). As well, a few respondents noted that restrictions for the public are the same as for students, and may include time limits, advance booking, etc. A few respondents noted that students and staff are the priority.

In answer to the question about how public Internet access is provided, 34 of the 36 libraries checked 'in person use' and two checked 'electronic access'.

5. Recommendations for Future Surveys

The responses to this survey present a useful benchmark of Internet access and services provided by CTCL libraries in the spring of 1996. As far as the authors are aware, no other national inventory of Internet services in Canadian college and technical institute libraries has yet been undertaken. The results are useful for individual libraries' planning and also as an indicator of the collective capability of CTCL libraries to implement new services within a relatively short time frame.

It is recommended that a similar investigation be conducted periodically, to ensure an up-to-date snapshot that reflects prevailing national standards of service. Because Internet usage and applications are developing so rapidly, any future investigation will almost certainly ask many different questions.

The authors recommend that CTCL include Internet addresses for library catalogues and home pages in any future editions of a national college and technical library directory. Alternatively, this information could be included in future issues of *Communique* or presented on the new CACUL (Canadian Association of College & University Libraries) web page.

6. Appendices

Appendix 1: Questionnaire responses
This section provides responses to all of the survey questions, plus a selective listing of comments provided by respondents.

Appendix 2: Library catalog addresses
This is a listing of URLs for responding libraries that had their online catalogues accessible via the Internet at the time of completing the survey. These URLs have not been tested or verified.

Several libraries indicated that they were planning to introduce this service in the near future, so the listing may not be up-to-date.

Appendix 3: Library home page addresses
This is a listing of URLs for responding libraries that had created library home pages on the Internet at the time of completing the survey. These URLs have not been tested or verified. Several libraries indicated that they were planning to introduce this service in the near future, so the listing may not be up-to-date.

Appendix 4: Library/institutional addresses for Internet guidelines
This is a listing of libraries that were willing to provide copies of their guidelines on Internet use at the time of completing the survey.

Appendix One: Questionnaire Responses

The survey was distributed to 136 libraries. Ninety-four libraries completed and returned the survey, for a response rate of 69%.

Question One

1. Is access to the Internet currently provided at workstations in your library/LRC to

a. Your college's students
b. Your college's staff/instructors
c. Your library/LRC staff

Of the 94 libraries who completed the survey, 85 libraries (88%) answered 'yes' to at least one part of the first question; 9 libraries (12%) answered 'no' to all three parts of the first question.

Of the 85 libraries answering 'yes' to at least one part of the first question, the responses were as follows:

Part:	Yes	No	No answer given
a.	65 (76%)	17 (20%)	3 (4%)
b.	68 (80%)	16 (19%)	1 (1%)
c.	85 (100%)		

Part One Questions: Internet Access

Note: Percentages for Part One are based on the 85 libraries that provided Internet access to either their college students/staff, or to their library staff.

1. How are the majority of your library staff primarily learning to use the Internet? Select one of the following choices:

no formal training 19 (22%)
minimal formal training 59 (70%)
planned formal training program 7 (8%)

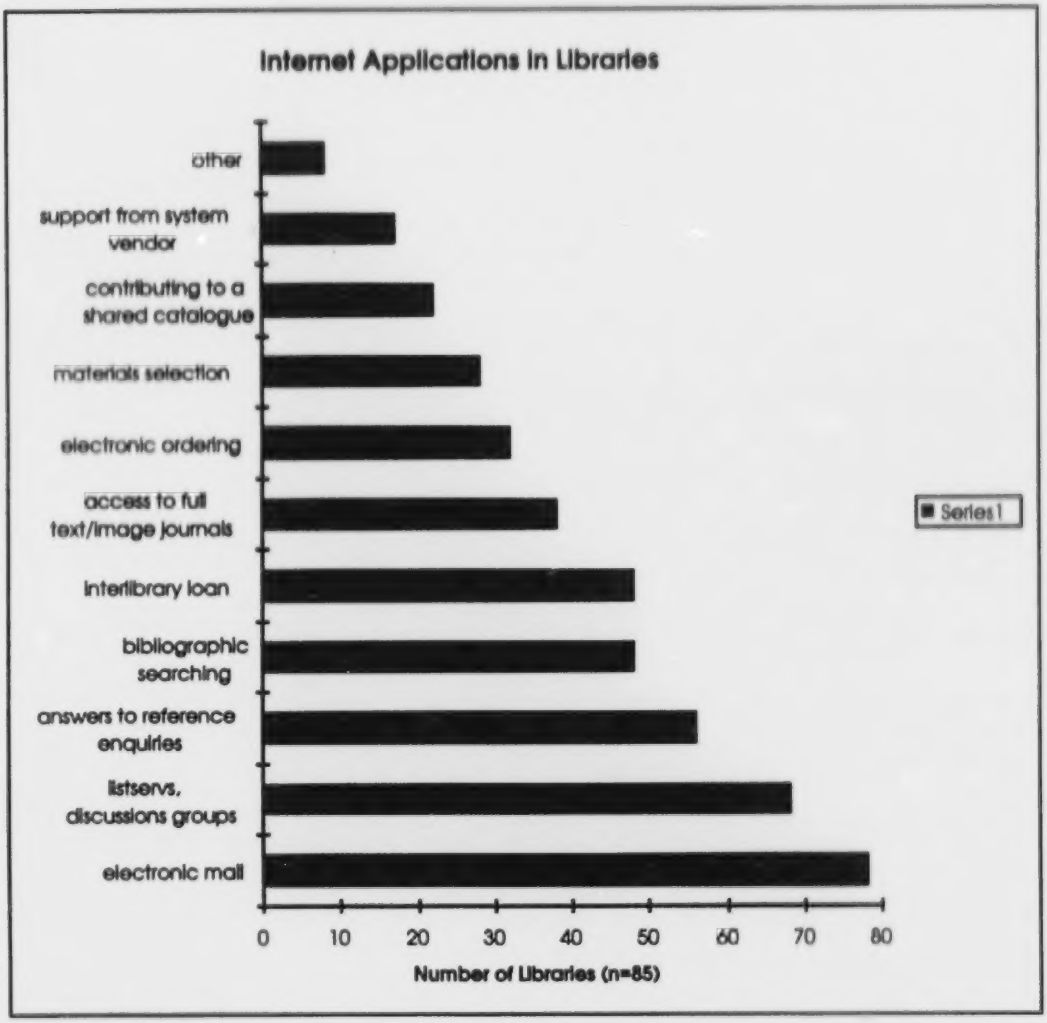
Comments:

-"some staff take college-sponsored workshops; some take free or fee-based online instruction; a lot of self-teaching and peer training"
-"this is a 'moving target'-continual practice is needed to stay current"
-"I figure things out for myself or pick a 'techie's' brain"

2. If your library is using the Internet to support library operations, for what purposes are you using it? (tick off all applicable answers)

electronic mail	78
listservs, discussions groups	68
answers to reference enquiries	56
bibliographic searching to support cataloguing	48
interlibrary loan	48
access to full text/image journals	38
electronic ordering	32
materials selection	28
contributing to a shared catalogue	22
support from automated system vendor	17

other (please specify) 8
- access to BC Electronic network (2); access to remote databases; distribution lists; connection to our OPAC; demos for business students, research, ERIC; teaching students to access information



3. *How do you access the Internet? (tick off all applicable answers)*
   - dial-up modem 31
   - direct network connection 72

   Note: 19 libraries used both methods

4. *Do you provide access to your library catalogue via the Internet?*
   - No 56 (66%)
   - Yes 29 (34%)

5. *Are you including Internet resources (URLs) in your online catalogue ?*
   - No 77 (91%)
   - Yes 5 (6%)

No answer/not applicable 3 (3%)

If you include URLs, please answer the following questions:

a) how are you monitoring the accuracy of the URLs in your record?

-"when users report problems, we troubleshoot"
-"have not been monitoring sites (mostly gov. and univ. sites)"
-"will be using software to check"
-"check them before they are entered"
-"checked by Memorial Univ. Catalog Division- they talk of PURLS"

b) approximately how many bibliographic records for Internet resources (URLs) are currently included in your catalogue?

-3; 10 to 20; 12;
-2 libraries did not provide an estimate

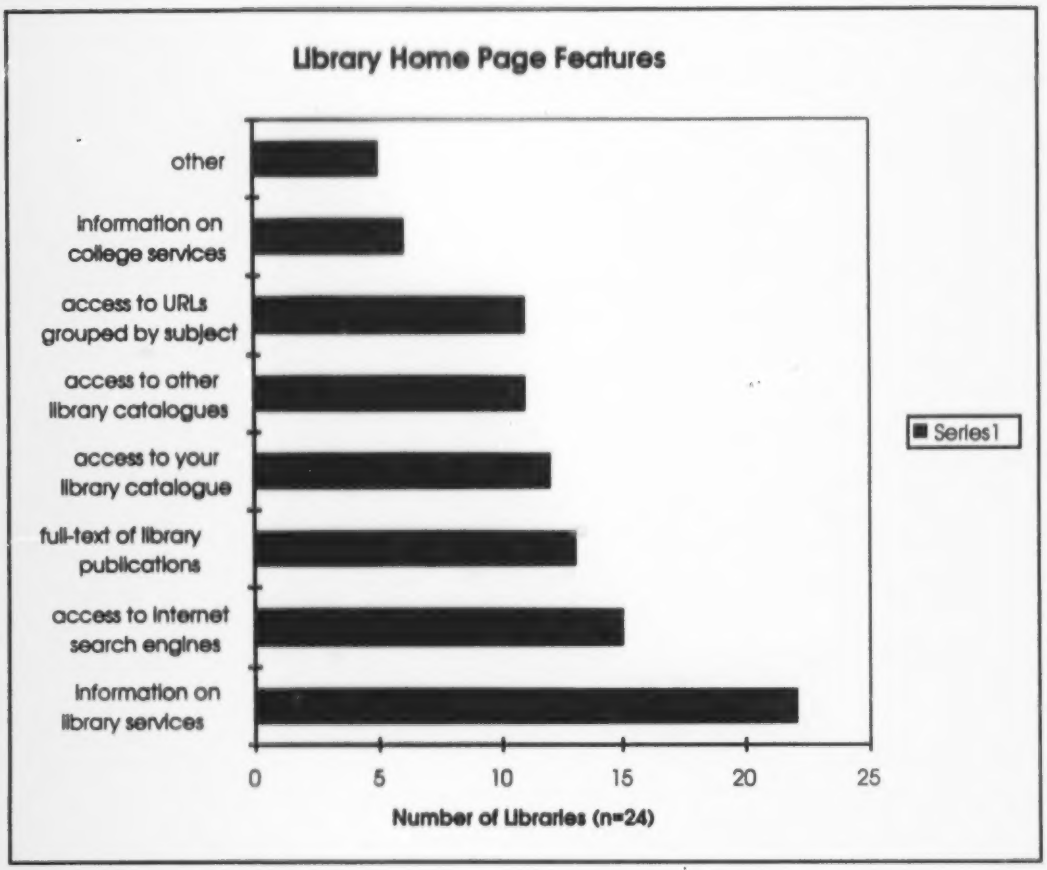
6. Have you created a library/LRC home page?

No	61 (72%)
Yes	24 (28%)

If 'yes', what features are available on your library home page? (tick off all applicable answers)

information on library services	22
access to Internet search engines	15
access to full-text of library handouts/publications	13
access to your library catalogue	12
access to other library catalogues	11
access to URLs grouped by subject	11
information on college services	6
other (please specify below)	5

-photographs, floor plans and map
-patron post office, virtual reference desk, feedback forms
-I.L.L. sites
-library contact E-mail form
-research resources (subject pathfinders with traditional and Internet services)



If you include URLs on your home page, please answer the following questions:

a) how are you monitoring the accuracy of the URLs?

-13 libraries indicated that they were checking regularly (monthly, weekly)

-3 libraries are using software to check

b) approximately how many URLs are currently included on your library home page?

-ranged from 12 to over 250

7. Does the library access any Internet resources that charge a fee?

No	60 (71%)
Yes	22 (26%)
No answer	3 (3%)

Of the 22 libraries using resources that charged a fee:

If 'yes', what services are you accessing? (tick off all applicable answers)

commercial database(s)	19
electronic journal(s)	7
other (please list below)	2

-consortium purchase of license to Current Contents database

-no example provided

Part Two Questions: Internet services to library users

Note: Percentages for Part Two are based on the 68 libraries that provided Internet access to either their college students or staff. Of these, four libraries provide access to college staff only.

1.What Internet protocols do you provide? (tick off all applicable answers)

Protocols available in the library/LRC	To your students	To your instructors
World Wide Web	53 (78%)	55 (81 %)
Gophers	52 (77%)	51 (75%)
Telnet	47 (69%)	49 (72%)
FTP	36 (53%)	39 (57%)
Newsgroups	23 (34%)	30 (44%)
E-Mail	21 (31%)	33 (49%)
List servs	16 (24%)	29 (43%)
Other (please list below): IRC	1 (2%)	

2. What WWW applications do you provide? (tick off all applicable answers)

Web applications available in the library/LRC	To your students	To your instructors
Netscape	40 (59%)	47 (69%)
Mosaic	8 (12%)	8 (12%)
Lynx	20 (29%)	23 (34%)
Other (Please see list below):	0	0

3. Do you have written institutional or library guidelines governing Internet conditions of use for your library users?

No 45 (66%)
Yes 23 (34%)

If 'yes', are these guidelines available: (tick off all applicable answers)

in paper format 23
via the Internet 5

If 'yes', can we include your library in a list of libraries willing to provide a copy of these guidelines?

Yes 12
No 11

4. How many library/LRC Internet workstations do you provide for users? (excluding those stations solely dedicated to library staff usage)

no answer	2	(3%)
1 - 3	36	(53%)
4 - 6	9	(13%)
7 - 9	10	(15%)
10+	11	(16%) (please specify the actual number below)

-Responses for number of stations for libraries offering 10 or more stations were: 60,39,35,21,16,15,10. Four respondents in this category did not provide a number.

Are there any restrictions or limitations placed on accessing these stations?

No	23	(34%)
Yes	45	(66%)

If 'yes', what restrictions or limits are in place? (tick off all applicable answers)

maximum search time	35
advance booking	23
other (please list below)	11

-"Accessing material of an obscene nature is an unacceptable use of a government-provided Internet site"
-"Students' names are provided by professors; whole student body not able to access Internet in library"
-"The full Internet [for instructors only] is available only when librarians' offices are free"
-"Signs say users may be bumped if there are line-ups"
-"30 minute search time and a limit on downloaded material"
-"Must have college account"
- "Users must apply for and obtain an account on the college's mainframe"
- "We ask users to give up their station if others are waiting to search our catalogue or our CD-ROMS on the network"
- "Dedicated sites for some logins"
- "Only two patrons at the workstation at a time"
- "One of the 5 stations is available on a first come, first served basis

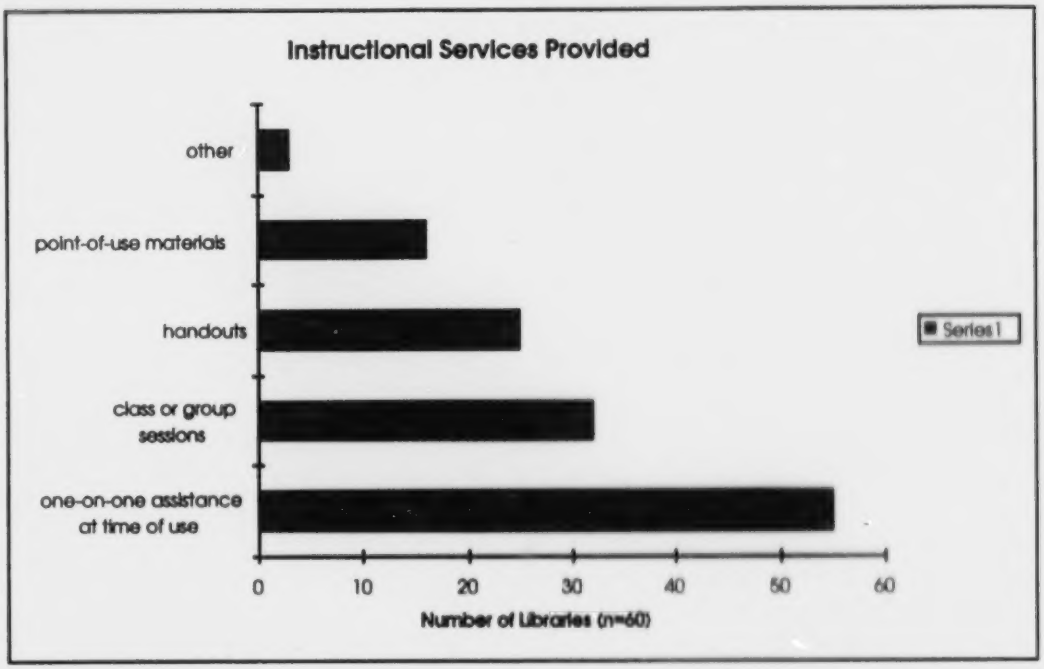
5. Do you provide any instructional services to users on searching the Internet?

No	8	(12%)
Yes	60	(88%)

If 'yes', please indicate the instructional services provided: (tick off all applicable answers)

55	one-on-one assistance at time of use
32	class or group sessions
25	handouts
16	point-of-use materials
3	other (please list below)

- CD-ROM on library instruction which includes Internet
- Specific subject library orientations are provided upon arrangement with instructors
- Manuals re Internet mounted on college home page



Comments:

- "Providing Internet access at the library is very new (4 weeks). We will be developing instructional aids and providing workshops."
- One-on-one assistance is offered "if time permits. Otherwise they are essentially on their own."
- "Lab monitors assist with one-on-one assistance."
- Class or group sessions are offered "if requested".
- Class/group sessions include the Internet along with other information sources [i.e. not special class or group sessions].
- "One-on-one assistance is a regular part of reference service."
- "Specific subject library orientations are provided upon arrangements with instructors."
- "We inform users who have VAX accounts of the...manuals for Internet which we have mounted locally in our...college home page."

6.Are users required to sign a written contract before searching the Internet in the library?

No	64	(94%)
Yes	4	(6%)

7.Do you charge users for Internet access or services (other than printing charges)?

No	68	(100%)
Yes	0	(briefly describe these charges below)

8.How long have you been offering access to the Internet to your library users?

less than 1 year	43	(63%)
1-3 years	22	(32%)
more than 3 years	3	(4%)

9.Do you allow members of the public access to the Internet?

No	31 (46%)
Yes	36 (53%)
No response	1 (1%)

If you provide public access, please answer the following questions:
a) are there any restrictions or limitations placed on this service?

No 12
Yes 24 (briefly describe restrictions below)

Comments:
- Twenty-four libraries which allow public access place some restrictions on the service. Some general restrictions were identified:

Time Limits
- "Closely monitored. Must leave if student or staff would like to use. Ask them not to use for too long."
- "Unlimited searching unless someone is waiting. Then, 10 minutes."

Advance Booking
- booking during peak periods
- advance booking
- sign-up sheet

Limited Functions
- public access only at certain workstations
- public searches are limited to certain services/functions only (telnet only, LYNX only, remote catalogues only, on-campus only, secure gopher search mode which doesn't allow saving or 'go tos', no email or ftps)
- no email - WWW Netscape browser
- public access is restricted to "read only".

Same as for Students
- restrictions are the same as for students
- "Same [restrictions] as for students"
- same restrictions as for students and staff

Public is Lower Priority
- "Local catalogue access and information access generally are the priority...students and staff have priority."
- "Students get priority. "
- "We define 'public' as those working in the agri-food industry or to support the agriculture or food industry in Atlantic Canada."

b) how do you provide access? (tick off all applicable answers)

in person use	34
electronic access	2
no answer given	1

other (please list below)

10.Please use this space below to provide any additional comments.

Comments:

"Our automated system is still being implemented. We expect to have links in our catalogue to electronic resources as well as to both Telnet and WWW access from all library workstations."

"Access to the Internet for library users and staff is the biggest challenge since the arrival of computers: providing training to staff and students, URL for the library, access in library is a lot of work and offers a lot of challenge."

"Access to Internet in the Library is limited because it is time consuming. We usually request our students to use the college computer lab when they want access to Internet. The library staff are still in the learning stage and we have not even started availing of listservs."

"This site is one of two available to students in the building. There is little monitoring of activity at other sites, no teachers or staff around. Our site is on the same computer as our CD-ROMS so it is very busy. Internet use is about four hours per day."

"LRC staff will be offering a workshop to students this fall - introductory sessions on searching the Internet, focussing on evaluating sources. We received special college funding to enable us to develop the above workshops and to provide release time to reference staff to allow them to start searching/evaluating/adding subject-related URLs to our LRC home page."

"To date only the library is providing Internet access because the rest of the campus is not wired. The policy for the whole campus is under review and all the buildings will be connected soon."

Appendix Two: Library Catalog Addresses

Note: Not all libraries that indicated that they provided access via the Internet to their catalogues supplied addresses.

Alberta

1. Concordia University College of Alberta, Edmonton
   Telnet:dra.library.ualberta.ca
   (provides access to the NEOS union catalogue)

2. Grant MacEwan Community College, Edmonton
   Telnet:homer.gmcc.ab.ca or
   http://www.lrc.gmcc.ab.ca/horizon.html

3. Southern Alberta Institute of Technology, Calgary
   Telnet://library.sait.ab.ca

British Columbia

1. British Columbia Institute of Technology, Burnaby
   http://www.lib.bcit.bc.ca

2. Camosun College, Victoria
   Telnet://camad4.camosun.bc.ca
   (Username: **CATINQ**)

3. Capilano College, North Vancouver
   Library.capcollege.bc.ca

4. College of New Caledonia, Prince George
   Telnet cncacm.cnc.bc.ca
   (Username:calcat)

5. College of the Rockies, Cranbrook
   Telnet:cotr1.cotr.bc.ca

6. Malaspina University College, Nanaimo
   http://www.mala.bc.ca (via college home page)
   www.mala.bc.ca/www/discover/hpbutbar.map?152,42

7. Northwest Community College, Terrace
   Telnet noradm.nwcc.bc.ca
   (Username:NWCAT)

8. Open Learning Institute, Burnaby
   Telnet:eln.bc.ca

9. University College of the Fraser Valley, Abbotsford
   gopher.ucfv.bc.ca OR
   Telnet sumas.ucfv.bc.ca;username:fvcbucat

10. University College of the Cariboo, Kamloops
    Telnet carins.cariboo.bc.ca

(Username is **CARCAT**)

Ontario

1. La Cite Collegiale, Ottawa
   Telnet cenmvsc.cenco.on.ca
   (at ID, type DOBIS (English screen) or DOBISF (French screen;
   then :/J/5/6/o)

2. Erinsdale College, Univ. of Toronto, Mississauga
   http://library.utoronto.ca/
   (provides access to Univ. of Toronto library catalogue)

3. Fanshawe College of Applied Arts and Technology, London
   Telnet:lib.fanshawec.on.ca
   (port 23; username=FC LINK)

   Gopher:gopher.fanshawec.on.ca
   (port 70)

Prince Edward Island

1. Holland College, Charlottetown
   Telnet://vega.cc.hollandc.pe.ca
   (login as "public")

Nova Scotia

1. Fisheries and Marine Institute of Memorail University, St. John's
   Telnet:info.library.mun.ca
   (provides access to Memorial Univ. library catalogue)

2. Nova Scotia Agricultural College, Truro
   Telnet>lib.nsac.ns.ca
   (login: public password: **pub.lib**)

3. University College of Cape Breton, Sydney
   Telnet://novanet.nstn.ca

Quebec

1. CEGEP St. Jean-Sur-Richelieu, Saint-Jean
   http://fedecegeps.qc.ca

2. Universite du Quebec en Abitibi-Temiscamingue, Rouyn-Noranda/ Cegep de l'Abitibiemiscamingue
   http://www.uquebec.ca:80/uqss/sigird/sigird.html

Saskatchewan

1. SIAST, Wascana Institute, Regina
   http://www.siast.sk.ca/wascana

Appendix Three: Library Home Page Addresses

Note: Not all libraries that indicated that they provided access via the Internet to their catalogues supplied addresses.

Alberta

1. Grant MacEwan Community College, Edmonton
   http://www.lrc.gmcc.ab.ca

2. Mount Royal College, Calgary
   http://www.mtroyal.ab.ca/elib/ELIB-01.htm

3. Southern Alberta Institute of Technology, Calgary
   http://www.sait.ab.ca

British Columbia

1. British Columbia Institute of Technology, Burnaby
   http://www.lib.bcit.bc.ca

2. Camosun College, Victoria
   http://www.camosun.bc.ca/rlibrary/index.html

3. College of the Rockies, Cranbrook
   http://www.cotr.bc.ca

4. Emily Carr Institute of Art & Design, Vancouver
   http://www.eciad bc.ca/libry.html

5. Okanagan University College, Kelowna
   http://www.okanagan.bc.ca.html

6. Open Learning Agency, Burnaby
   http://www.ola.bc.ca

7. Selkirk College, Castlegar
   http://www.selkirk.bc.ca/library

8. University College of the Fraser Valley, Abbotsford
   http://www.ucfv.bc.ca/library

Manitoba

1. Concord College, Winnipeg
   http://www.concordcollege.mb.ca/concord/library.htm

2. Red River Community College, Winnipeg
   http://www.rrcc.mb.ca/support/library

Newfoundland

1. Labrador College, Labrador City
   http://spruce.labcoll.nf.ca/~library

Nova Scotia

1. Canadian Coast Guard College, Sydney
   http://www.cgc.ns.ca/~macgild/library

2. Nova Scotia Agricultural College
   http://www.nsac.ns.ca

P.E.I.

1. Holland College, Charlottetown
   http://www.hollandc.pe.ca/library-links

Ontario

1. Erindale College, University of Toronto, Mississauga
   http://www.erin.utoronto.ca/library/index.html

2. Sheridan College, Oakville
   http://www.sheridanc.on.ca/~piedra/library.htm

Quebec

1. Cegep de l'Abitibi-temiscumingue/Universite du Quebec en Abitibi-Temiscamingue, Rouyn-Noranda
   http://www.uqat.uquebec.ca

2. Champlain Regional College, St. Lawrence Campus, Ste. Foy
   http://www.qbc.clic.net/~champ3/rescent.html

Saskatchewan

1. Wascana Institute, SIAST. Regina
   http://www.siast.sk.ca/wascana

Appendix Four: Library Addresses for Internet Guidelines

Guidelines available in paper format and via the Internet

College of the Rockies
Learning Resources Centre
P.O. Box 8500
Cranbrook, B.C.
V1C 5L7
schneider@cotr.bc.ca

British Columbia Institute of Technology
BCIT Library
3700 Willingdon Ave.
Burnaby, B.C.
V5G 3H2
fknor@bcit.bc.ca

Southern Alberta Institute of Technology
Educational Resources Library
1301 - 16th Ave. N.W.
Calgary, AB
T2M 0L4
tom.skinner@sait.ab.ca

Wascana Institute, SIAST
Library Services, Learning Centre
4635 Wascana Parkway
P.O. Box 556
Regina, SK
S4P 3A3
warrenc@siast.sk.ca

Erindale College, University of Toronto
Library
3359 Mississauga Road N.
Mississauga, ON
L5L 1C6
jsnow@credit.erin.utoronto.ca

Guidelines available in paper format

University College of the Fraser Valley
Library
33844 - King Rd., R.R. #2
Abbotsford, B.C.
V2S 7M9
wilsonp@ucfv.bc.ca

Mount Royal College
Mount Royal College Library
4825 Richard Rd. S.W.
Calgary, AB
T3E 6K6

mmacmillan@mtroyal.ab.ca

AVC Lesser Slave Lake
Library Services
Bag 3000
Grouard, AB
T0G 1L0
bruce@grda.avc.calgary.ab.ca

Grant MacEwan Community College
Learning Resources Centre
Box 1796
Edmonton, AB
T5J 2P2
mcgrathj@yeats.gmcc.ab.ca

CEGEP Granby Haute-YAMASKA
Bibliotheque
50 St. Joseph
Granby, QC
marqdani@college.granby.hy.qc.ca

Champlain Regional College - St. Lawrence Campus
Resource Centre
790 Neree-Tremblay St.
Ste. Foy, QC
G1V 4K2
lorr@riq.qc.ca

Holland College
Library
140 Weymouth St.
Charlottetown, PEI
C1A 4Z1
bbrady@hollandc.pe.ca